

# BTEC Level 3 Award in Management



An 8-day programme in four 2-day modules

## Who for:

Individuals recently promoted to their first management role, those managers currently in development or anticipating their promotion to management in the next 12 months.

## In this programme, you will learn and practise:

- Leadership and Motivation: an overview of the most influential models and theories, applying leadership in practice, motivational drivers – the common factors, individual variants; Personality Profiles: how different preferences and 'default positions' affect behaviour at work; Delegation: tips for delegating confidently and successfully
- Communication, Assertiveness and Influence: defining the difference between approaches, and analysing when to use which! Conflict and Consensus: assessing when to pre-empt, avoid, manage or confront a challenging situation; techniques and recipes for negotiating a consensus agreement
- Managing Performance: the stages of Managing Performance, clarifying roles, tasks and standards, assessing performance objectively, giving feedback on performance, setting goals and targets. Managing Development: the Learning and Development Cycle, analysing the skills gap and agreeing development objectives, planning and implementing development; Coaching using directive and non-directive techniques
- Effective Meetings and Quality Systems: the five elements of effective meetings – Purpose, Outcomes, Process, Participation, Actions - and how to achieve them; Quality – defining Quality in your organisation, building and nurturing a Quality Culture. Practical Assessment Day to test application and support transfer of new skills to the workplace

